



Nissan North America, Inc.

One Nissan Way
Franklin, TN 37067

Mailing Address:
PO Box 685001
Franklin, TN 37068

January 30, 2024

Ms. Eileen Sullivan
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attn: Recall Management Division (NVS-215)
Room W48-302
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Dear Ms. Sullivan:

We are transmitting the enclosed Defect Information Report in accordance with 49 CFR Part 573. A voluntary recall campaign will be initiated and your office provided with the notices.

Very truly,

A handwritten signature in black ink, appearing to read "Will Swindell".

Will Swindell
Manager,
Technical Compliance

Encl.

DEFECT INFORMATION REPORT

1. Manufacturer:

Nissan North America, Inc., Smyrna plant

2. Vehicles Potentially Involved:

Certain Model Year 2024 Nissan Murano vehicles equipped with the subject quarter glass assembly and manufactured from October 11, 2023 to October 12, 2023 at the Smyrna, TN plant.

Based on manufacturing production records, Nissan confirmed the issue (as described in Section 5 below) occurred on a limited number of quarter glass assemblies that were installed on certain Model Year 2024 Nissan Murano vehicles during the specified production range. No other Nissan or INFINITI vehicles are affected.

The name, description and part number of the subject components are below:

| <u>Part Name</u> | <u>Part Description</u> | <u>Part Number</u> |
|-----------------------------|--------------------------------|---------------------------|
| Glass Assy – Side Window RH | Quarter Glass Assembly | 83300 5AA0A |
| Glass Assy – Side Window LH | Quarter Glass Assembly | 83301 5AA0A |

3. Total Number of Vehicles Potentially Involved:

Six (6) MY 2024 Nissan Murano vehicles total.

4. Percentage of Vehicles Estimated to Actually Contain the Defect:

100%

5. Description of the Defect:

On affected Murano vehicles, the incorrect primer may have been used during the quarter glass application within the manufacturing process. As a result, the urethane adhesive bond may be broken and both the left and right quarter glass could separate from the vehicle's body. If the quarter glass separates while driving, it could become a road hazard for other vehicles, increasing the risk of a crash.

6. Chronology of Principal Events:

On October 11, 2023, during a production shift change, a Nissan technician reported that the incorrect primer was inadvertently loaded in the equipment used for quarter glass assembly. Nissan began an investigation.

October 16, 2023 – Nissan conducted a yard audit and identified seventy-two (72) Nissan Murano vehicles with the incorrect primer on both left and right quarter glass panels. All suspect units were repaired.

October 18, 2023 – Nissan initiated a quality hold to dealerships for fourteen (14) potentially affected MY 2024 Murano vehicles. Nissan conducted a dealer action with instructions to replace both the left and right quarter glass due to a potential issue. Nissan repaired eight (8) vehicles during this activity.

End of October 2023 through December 2023 – Nissan investigated the potential effect of using the incorrect primer on the quarter glass. Nissan discovered the adhesive bond between the vehicle's body and the quarter glass assembly may be compromised and began testing to understand the effect on quarter glass retention.

January 23, 2024 - Based on test results using the suspect primer, out of an abundance of caution, Nissan decided to conduct a safety recall campaign to remedy the remaining six (6) affected vehicles in the U.S. market.

Nissan is not aware of any warranty claims, accident or injuries related to the subject condition.

7. Description of Corrective Action:

Nissan will notify the owners of the potentially affected vehicles beginning on March 1, 2024, to bring their Murano to a Nissan dealer for repair. Dealers will be notified on January 31, 2024. Dealers will be instructed to replace both the left and right side quarter glass panels. All repairs will be performed free of charge for parts and labor and may take three (3) hours to complete.

Nissan will not include a statement in the Part 577 owner notification concerning reimbursement for the cost of obtaining a pre-notification remedy since the subject vehicles are under warranty.

8. Copy of Notices:

Copies of all notices will be provided to NHTSA as they become available.